

SURENDRAN MUTHUKUMAR

77/8, Vystwike road,

Colombo – 15,

Sri Lanka.

Telephone (Land) +94 112 525390, (Mobile) +94 776 111499,

Office +94115580000 ext 2773/2891

e-mail-surenmuthukumar@gmail.com

OBJECTIVE

To serve a well-established organization in the Banking industry in a challenging role by Contributing to its growth, efficiency and profitability, by professional management of Business units and improving return on investment whilst adapting to the company culture to Build a sustainable long term relationship.

PERSONAL SUMMARY

I challenge, inspire and motivate others to perform well, accept feedback from others, led by examples, Openness to different and new ways of things: willingness to modify one's preferred way of doing things; Include staff in planning, decision making & make self-available to staff: provide regular performance feedback; develop subordinates skills and encourage to grow. I speak clearly and persuasively in positive or negative situations, ability to focus on a desired result, setting challenging goals, focusing on goals and meeting them.

PROFESSIONAL EXPERIENCE

Company : HSBC Sri Lanka.
Department : Global Trade and Receivables Finance
Designation : Executive (January 2011 up to date)

- I possess a good knowledge on UPC600, URC522 and INCOTERMS
- I possess a good knowledge and experience in DC Financing and bill handling under DC collection.
- I have good understanding and experience in processing RBU (third bank financing) which is one of the complex products includes payments to third bank, correspond with treasury to get exchange rates for financing, reporting cash flow to treasury. Further I'm experienced Reimbursement authorization, export bill acceptance, export payments and TT claims.
- Deputizing manager in their absence.
- Authorizing transactions
- Identifying problems that is effecting the team productivity and quality, gives solutions to the team to overcome these grey areas
- I am the next contact points to the Business Area following my line manager
- I'm assigned to train new Joiners and to make sure that the trainees meet their learning curve targets

PUBLIC

and are successful.

- I was appointed to lead AML related queries and cascade updates related to AML for the team.

Department : General Banking

Designation : Customer service executive (2007 to 2011)

- Sound knowledge and experience in Reconciliations on internal suspense accounts, where my duty is to clear the outstanding as per Service Level Agreement and ensure that Service Level Agreement is met.
- I possess a good knowledge on Fraud referrals which involves in detailed investigation to identify fraud on debit cards
- Maintained and handled MI pertaining to operational losses by the center and reverse losses that are not related to Colombo GSC are debited respective GSC's through a thorough investigation.
- Capacity planning and queue prioritization and allocate my colleagues to respective queue and to swap queue where and when necessary to clear the entries.
- I was the Business Contingency Process (BCP) champion for my process and was in charge of carrying out BCP tests periodically and prepare reports on conclusion of the test. Further my task is to ensure that my team is ready to take up the work from the counterparts when there is a situation.

Company : Teleseen Marketing (Pvt) Ltd, Sri Lanka.

Department : Marketing

Designation : Marketing Executive (2002-2006)

- Head of call center and overlooking t showroom sales and motivate staffs who work under my supervision to deliver better sales performance.
- Training new staff
- In charge of handling customer complaints and to deliver best solutions to satisfy and to build long lasting relationship with customer.
- Co-ordinate with dealers to have a better relationship and monitor payments and to advice of any new products launch.
- Manage and achieve all business targets and organize outdoor sales promotion in other organization.
- Prepare schedule for infomercials on TV.

PROFESSIONAL QUALIFICATIONS:

- **Institute of Banker of Srilanka (IBSL)**
Successfully completed Diploma in International Trade.

PUBLIC

- **Knowledge Factory, Colombo-03**
Chartered Institute of Marketing (CIM)

Successfully completed Marketing Fundamental (Stage 1)

Successfully completed Marketing Environment (Stage 1)

- **BMS (Business management school)**

Successfully completed Graduate Diploma in Business Management.(NQF level 6)

- **International Chamber of Commerce (ICC)**

Successfully completed ICC Coast Line

ACADEMIC QUALIFICATION:

- Alexor International School, Colombo-10 - **G.C.E. (O/L) Examination - 1999**
- Royal Institute, Colombo -5. - **G.C.E. (A/L) Examination - 2002**

ADDITIONAL QUALIFICATION:

- I was awarded with Yellow belt following successful deployment of two sustainable costs saving project and eliminating waste.

GENERAL SKILLS:

- Customer care
- Planning & organizing
- Presentation Skill
- Multi-tasking
- Coaching & training

SPECIALIZED AREAS IN TRADE:

- Import & Export bills recording & settlements
- Discounting and Financing
- Project handling

REWARDS AND RECOGNITIONS:

- Best Customer service executive award for first half 2009
- Best Customer service executive award for year end 2009
- Process improvement initiative award (cost saving award)
- Best Customer service executive for first half 2010
- Shine awards received for first half of 2013
- Platinum awards received for first half of 2014

Rating

YE – 2 (2013)

MY – On track (2014)

I certify the above information is correct and true.

Surendran Muthukumar

Date – 02nd Dec2014

PUBLIC